

BEST REAL ESTATE MANAGEMENT
2020



Corporate History

Founded in 1983, Best Real Estate Management, LLC is recognized for its management services throughout the El Paso business community. As a team we continue to grow, establishing ourselves as proven leaders in the third-party management industry. Within the past five years our management portfolio expertise has encompassed in excess of two million square feet of office commercial/retail and industrial warehouse space, exceeding \$90 million and administrating over \$5,000,000 in annual operating budgets. Please see Managed Facilities for a list of properties, attached hereto.

Personnel Strengths

Consistent success and growth belong to teams and not players. Everyone at Best Real Estate Management, LLC is your partner. All are highly skilled and dedicated to the overall success of our client's properties. Best Real Estate Management's job as your property management company is to increase the value of the asset by increasing net income.

Corporate Personnel

Our program centers on an aggressive manager and staff. It is implemented with the direction and supervision of the President and Vice-President together with an aggressive property manager. A full-service maintenance staff and a highly educated and competent accounting department support the management team. Their levels of experience ranges from nine years to thirty years in the industry.

Education

We believe the key to quality client service is based upon well-trained and motivated personnel. We encourage all our employees to strengthen their professional skills through the achievement of appropriate designations such as Certified Property Manager (CPM®), Facilities Management Administrator (FMA®), and Systems Maintenance Technician/System Maintenance Administrator (SMT®/SMA®). All the above designations are considered Masters in Property Management given by the Institute of Real Estate Management and Builders, Owners, and Managers Association.

BEST TEAM

Laura Pople, *President • Chief Financial Officer • Texas Licensed Real Estate Agent*

B.S. BUSINESS ADMINISTRATION, SAN DIEGO STATE UNIVERSITY

Ms. Pople graduated from San Diego State University with a Bachelor's of Science Degree in Business Administration with an emphasis in Accounting. Laura oversees the management portfolio which includes in excess of 2,000,000 square feet of office, medical, retail and industrial space in El Paso, Texas. Laura's area of expertise includes all financial aspects to include budgeting, investment/net return objectives and financial analysis.

Terri L. Porsberg, *Vice President • Certified Property Manager • Texas Licensed Real Estate Agent*

B.B.A. IN MANAGEMENT, UNIVERSITY OF TEXAS AT EL PASO
CERTIFIED PROPERTY MANAGER, LICENSED TEXAS AND NEW MEXICO REAL ESTATE BROKER

Ms. Porsberg has over eighteen years of real estate experience in Texas and New Mexico. Terri's portfolio has included over 500,000 square feet of office & medical space, along with 250,000 square feet of industrial-use space and the owner's association for an industrial park. In addition, Terri has been directly involved, as project manager, in over \$15,000,000 of capital projects. Terri is widely recognized as one of the top property managers in the El Paso market. Terri is involved with the local chapter of the Institute of Real Estate Managers and is a past President.

Carol Talamantes, *Controller • Certified Public Accountant*

BACHELOR OF SCIENCE - BUSINESS ADMIN., UNIVERSITY OF TEXAS, EL PASO
CERTIFIED PUBLIC ACCOUNTANT

Ms. Talamantes has spent twenty-two years in property management and financial accounting and currently supervises a staff of four accountants. She is responsible for general ledger accounting, accounts payable/accounts receivable, payroll and personnel, insurance, and submission of tax forms to governmental entities. She is a member of the American Institute of Certified Accountants and the Texas Society of Certified Public Accountants. Carol has been very involved in the implementation of a new state-of-the-art property management and accounting program called Yardi Commercial Voyager and continues to stay up to date on the latest innovations in property management software.

Teri Ruhl, *Senior Property Manager • Texas Licensed Real Estate Agent*

MBA - MASTERS OF BUSINESS ADMINISTRATION, WEBSTER UNIVERSITY
MA - MASTERS IN MANAGEMENT AND LEADERSHIP, WEBSTER UNIVERSITY
BA - BACHELORS IN MANAGEMENT, PARK UNIVERSITY

Ms. Ruhl has over twenty-three years of commercial property management experience in Texas and New Mexico. Teri's portfolio has included over 400,000 square feet of commercial office, retail, and industrial space. As a senior property manager, Teri is responsible for overseeing the day-to-day management, operations and personnel of a number of office and retail properties located in the El Paso and Las Cruces areas. In this role, Teri is directly involved in new and renewal lease negotiations, vendor contract negotiations, tenant improvement and capital project management, and communication with property ownership. Teri is well known for her high standard of tenant relations, customer service, and possesses excellent written, verbal, and interpersonal communication skills.

Elizabeth G. Rodriguez, *Property Manager*

Ms. Rodriguez has been in commercial real estate for 20 years. Elizabeth has been responsible for the leasing, marketing and management of commercial office space as well as industrial complexes. Prior to joining Best Real Estate Management, Elizabeth has been responsible for upwards of 3,000,000 square feet of commercial properties. Elizabeth's strengths are attention to detail, multi-task oriented with excellent customer service skills. Elizabeth prides herself with good organization and time management skills. Elizabeth is now the onsite manager of a Class A, high-rise commercial office building in the Central Business District.

Elio Gonzalez, *Chief Building Engineer • TX Licensed A/C & Refrigeration Contractor*

FERRIS STATE UNIVERSITY; CERTIFICATE FOR REFRIGERANT TRANSITION AND RECOVERY TYPE 1 AND 2

Mr. Gonzalez has been an employee with Best Real Estate Management, Inc. since 2014. He has more than twenty-seven years of experience with commercial HVAC systems, package units, split systems, Chiller systems, cooling towers, commercial boilers as well as extensive plumbing and electrical experience giving him the competence to maintain the safety, compliance, property procedures and policies necessary for maintaining all commercial buildings. Elio is responsible for monitoring quarterly preventive maintenance schedules as well as implementation and oversight of maintenance projects. He is also certified in diagnosing and mitigating indoor air quality problems, air compressors, centrifugal pump components, operation and energy conversion, HEPA high-efficiency filters, mold safety and health, mold remediation, building system for designers, and heating and cooling systems, HVAC distribution and Design ASHRAE guideline for building automation systems. Elio's knowledge and staff of five maintenance technicians have contributed to the prompt response, and restoration of daily activities in unexpected events, such as fire and flood, able to quickly react, and always maintain the safety of the tenants as the highest priority.

SERVICES

Best Real Estate Management Advantages

As all experienced real estate investors and owners know, effective property management is a critical factor in achieving investment objectives. Through our thirty years of experience it has been our job to strategically achieve those objectives. We are a fully automated company to provide quick and professional service to our clients, tenants/residents and vendors.

Upon execution of a contract for our services, a management team is designated to oversee and coordinate the takeover of the property, perform the necessary inspections, assign personnel, setup a system of record keeping, controls, PM scheduling, tenant retention program, and most importantly, design a customized marketing and leasing plan for the property.

Depth of Services

Best Real Estate Management offers our clients a broad range of services for a variety of property types in the El Paso area. We provide management for commercial, industrial and office buildings, condominium associations, apartments and more. To effectively manage the many needs of our client's investments we train and hire employees with a wide range of skills. This expertise covers high-rises, warehouses, retail strip centers, multi-family housing along with planning, consulting, leasing, marketing, financial analysis/reporting, maintenance, inspections and overseeing operations for new construction, tenant build out, or remodeling of the above type properties. Through close supervision at every level of operation, we can bring the advantage of all our experience to benefit each property that we manage.

Property Inspection (Pre-Acquisition Due Diligence)

Best Real Estate Management, Inc. enjoys over twenty-four years of experience in the property management industry. We maintain a database of over seventy million square feet of commercial space and two hundred apartment complex's that is updated regularly. With this base, we are able to provide pre-acquisition due diligence services (market analysis on property sales and lease rates), including property inspections and financial analysis. Our recommendations are based on a proven track record of property operations in a variety of markets and areas within El Paso.

Financial Reporting and Controls

BREM has converted recently to a new state of the art property management accounting software solution, Yardi Voyager Commercial. Yardi is an end-to-end solution that streamlines the property and financial management aspects of the commercial real estate lifecycle to help enhance the underlying value of our portfolios. The flexibility of the product allows us to design any type of report you may request. Some of the key features are as follows:

- Controlled administration of leases and amendments including lease option management with encumbrance tracking
- Integrated accounting and property management functions
- Role-based dashboards and critical date notifications
- Simplified setup of complex expense recoveries
- Complete retail percentage rent calculations
- Easy straight-line rent adjustments for FAS 13 and IAS 17
- Real-time analytics, dashboards, and business intelligence
- Supports multiple currencies, languages, GAAP, and local taxation requirements

Please refer to the sample of reports, attached hereto.

Each month we provide a written analysis summarizing the financial reports. The approved annual budgets provide the basis for our expense control process. A Property Manager who must seek approval for all non-budgeted or over budget items, per the management agreement, and must approve all purchase orders. All expenditures over a contractually agreed upon amount require the owner's approval. Vendors are selected based on service, reliability, and price. Each vendor must submit an application and is required to provide proof of insurance coverage. We are adamant at negotiating the lowest price possible for a quality product or service that results in lower expense and greater cash flows. A complete audit trail is maintained throughout the financial system.

BREM has designed and successfully implemented a concise program for bid control and contractor supervision. In accordance with the management plan, operating budget and owner objectives, capital improvements/ enhancements are identified. BREM outlines the complete process for developing the scope of work, identifying specifications, receiving bids, and obtaining owner approval. Each bid is evaluated and selected based on experience history, understanding of the job and cost. At takeover and on an ongoing basis, all services to the property are subject to a bid control process. Bids for various aspects of building maintenance are received and approved in the same manner as construction bids. This assures the best service at the lowest cost without compromising quality.

Repairs and Maintenance

Best Real Estate Management performs a variety of duties from maintaining complex Heating, Ventilation, and Air Conditioning Systems in office buildings to servicing sprinkler systems in large landscaped areas. Every project is taken with care by setting up preventive maintenance and daily routine schedules. The work orders, purchase orders, building operations, inventories and other maintenance forms and data are fully automated. We are equipped with tools and equipment to do the job right. We strive to ensure quality and efficiency. After all, appropriate maintenance is one of the key paths to reaching investment goals in any real estate investment. Best Real Estate Management goes beyond your expectations when it comes to maintenance.

BREM utilizes Yardi Maintenance Management which is a comprehensive system for managing the daily upkeep of properties. It is online and real time and can create work orders, track job progress, and handle purchasing and receiving, and process payables to ensure that the costs involved are allocated to the appropriate accounts.

Further, once the implementation of the Maintenance Management is complete BREM will implement Yardi Maintenance Manager Mobile™ which allows maintenance managers to easily track technicians, assign work orders and manage their maintenance tasks from a tablet or cell phone. Technician locations can be displayed on a map when techs are utilizing Yardi Maintenance Mobile™. Work orders can easily be scheduled via a drag and drop process. Yardi Maintenance Mobile™ allows maintenance techs to access their assigned work orders from the field. They can add technician labor and inventory to work orders and record time, notes, and complete work orders in real-time. The technicians also have the ability to create new work orders.

MANAGED FACILITIES

WESTSTAR TOWER AT HUNT PLAZA
601 North Mesa

STANTON TOWER
100 Stanton

CORONADO TOWER
6006 N. Mesa

LAS CRUCES TOWER
506 S. Main

THE COURTYARD
7500 Viscount Blvd.

COMMONS BUILDING A
4171 N. Mesa

COMMONS BUILDING C
4171 N. Mesa

UNITED BANK PROPERTIES
401 E. Main
125 Mesa Hills

GATEWAY EAST MEDICAL CENTER
1626 Medical Center Drive

TREVINO TOWNE CENTER
1626 Medical Center Drive

P R O F E S S I O N A L M E M B E R S H I P S

- International Council of Shopping Centers (ICSC)
- Society of Industrial and Office Realtors (SIOR)
- Institute of Real Estate Management (IREM)
- Urban Land Institute (ULI)
- El Paso Foreign Trade Association
- Certified Commercial Investment Member (CCIM)
- Systems Maintenance Administrator (SMA®)
- American Society Heating and Cooling Engineers
- Supervisor/Contractor designation by Builders, Owners, and Managers Institute (BOMA)
- Class A Contractor License with the City of El Paso
- Advanced Locksmith Diploma

REFERENCES

Mr. David Rodriguez
El Paso Electric Co.
P. O. Box 982
El Paso, TX 79940
(915) 543-5981

Mr. Tom Masters
Master's Oil Company
830 Tony Lama St.
El Paso, TX 79915
(915) 772-2848

Mr. Bob Harder
UPS Properties
(630) 851-3332

Mr. John Best
7500 Viscount Partners
7500 Viscount Blvd, Ste. 186 El
Paso, TX 79925
(915) 342-0373

Mr. Tyler Daniels
FMMT, Ltd
4727 Osborne Dr. El
Paso, TX 79922
(630) 851-3332

Mr. Lane Gaddy 1720
Magoffin
El Paso, TX 79901
(915) 637-0282

Mr. Ryan Paulk
El Paso Electric Co.
P. O. Box 982
El Paso, TX 79940
(915) 521-4427

Mr. Joshua Whithurst
United Bank
Senior VP Operations
125 Mesa Hills Dr. El
Paso, TX 79912
(915) 231-2509

Mr. Timothy D. Johnson
Gordon Davis Johnson & Shane P.C.
4695 North Mesa
El Paso, TX 79912
(915) 545-1133



FOR ADDITIONAL INFORMATION CONTACT
ph.915-533-4901 fx.915-533-4908
300 East Main Drive, Suite 1208 El Paso, Texas 79901